

# Oscar Krane

WE ARE ENGAGEMENT

## EVENT PROGRAMME

Wednesday 6th & Thursday 7th October



EXCELLENCE  
IN CENTRAL  
GOVERNMENT

HS2



the  
Parole  
Board  
working with others  
to protect the public



ofwat



The public sector is going through the biggest transformation in modern times. In the last couple of years we've seen departments merge, re brand and sometimes disappear completely, but that doesn't mean that the work they did just disappears.

In order to increase efficiency more departments are looking at hot desking and flexible working, with this comes risk associated with data and Cyber security. So how do departments make data accessible whilst making it easy enough for people to gain access?

The relationship between central government and the private sector is also changing. The relationship is now more of a partnership as opposed to client-supplier due the fact that with the demand landscape constantly changing suppliers need to be flexible enough to adapt to the changing needs of the department they are supplying to. As well as having to manage their relationships with their suppliers differently, Central Government are also having to work with localised public sector organisations in a different way, whether it be an NHS Trust, Local Authority or Blue Light organisation.

Topics to be discussed:

- Brexit • Cyber security • Transformation • Cloud adoption • Reducing red tape • Open government
- The impact of SR20 • Business continuity • Artificial Intelligence • GDPR post COVID-19
- Interpretation of data • How do you apply AI to Big Data? • What does the "new normal" mean?
- Departmental merging / collaboration • Sustaining the economy with work from onsite • Getting the balance right between WFH and onsite • How data informs decision making – Many forms of the truth
- Supply chain management – Not running out of what we need • Agility – How did we get people working from home so quickly? • COVID-19 – How did we do and what else are we not prepared for?
- The changing relationship between ministers and civil servants - Who's really accountable? • Taking politics out of decision making – Doing what's needed for the country not a political party



Wotton House  
Country Estate Hotel  
Guildford Road,  
Wotton, Dorking  
RH5 6HS

## WEDNESDAY 6TH OCTOBER

15:00 - 18:00 HOTEL CHECK-IN AND FREE TIME

19:00 - 20:30 REGISTRATION AND DRINKS RECEPTION

20:30 - 22:30 NETWORKING DINNER

# THURSDAY 7TH OCTOBER

07:45 - 08:20 REGISTRATION, TEA, COFFEE & PASTRIES

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08:20 - 08:25 CHAIR'S WELCOME AND OPENING REMARKS

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08:25 - 08:55 RESPONDING TO COVID-19 AT HS2 LTD - PEOPLE AND PLACES

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- How did we keep construction working Nationwide throughout the pandemic?
- The impact on people – prioritising physical and mental health
- The role of innovation – the pandemic as a catalyst for change

Neil Hayward, *HR Director*

**HS2**

08:55 - 09:25 A CORE FUNCTION OF GOVERNMENT:  
DATA AND STATISTICS IN THE PANDEMIC AND BEYOND

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During the pandemic statistics and data have been at the very centre of public life. They continue to be crucial to managing and understanding events and their impacts on society and the economy.

At the Office for Statistics Regulation, our primary focus has been on promoting trust and transparency in statistics and data. Find out how we are working with the statistics system to build on the dynamism and innovation it has displayed during the pandemic and standing up for the public having access to the best possible statistics now and in the future.

Ed Humpherson, *Director General for Regulation*



09:25 - 09:55 LESSONS LEARNED FROM THE PANDEMIC:  
HOW THE PAROLE BOARD PROGRESSED PAROLE CASES  
SAFELY DURING COVID-19 RESTRICTIONS

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The Parole Board is an independent body which reviews whether the continued detention of those convicted of serious offences remains necessary for the protection of the public. The Board makes around 25,000 decisions each year, and usually holds over 8,000 oral hearings in prisons. This presentation will explore the issues created by the COVID-19 pandemic and the risks it created; how the Parole Board has reacted to these challenges; and what lessons this may provide for the system in the future.

Martin Jones, *Chief Executive*



10:00 - 10:30

## OPTION 1 RANSOMWARE: IS THERE ANY HOPE?

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Ransomware attacks have risen sharply in the last year, largely driven by increased homeworking and more advanced attacks. Public sector organisations have been targeted repeatedly, leading to some organisations to wonder if Ransomware is an unstoppable force. Chris Parker has 30 years' experience of high-risk management and will explain the leadership tools, systems and good practices available for Government that can mitigate the increasing and evolving risk of Ransomware today.

Chris Parker MBE, *Central Government Director*



10:00 - 10:30

## OPTION 2 HELPING YOU MAKE A DIFFERENCE TO PEOPLE'S LIVES POST COVID

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During the pandemic digital transformation accelerated and we have now reached an inflection point. In the past organisations have used rigid structures to drive efficiencies and deliver value to a limited range of stakeholders. The future however is about flexible workplaces and processes that must be more firmly oriented around people. Please join us to discuss with examples, what are the priorities and new themes that will build a stronger and more resilient society, shape the way we will work as well as services into the future.

Gary Anthony, *Head of Public Bodies and Agencies*



10:30 - 11:30

## TEA, COFFEE & NETWORKING BREAK

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11:30 - 12:00

## DIGITAL TRANSFORMATION AND USING AGILE WAYS OF WORKING TO TRANSFORM SERVICES

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John Seabourn, *Chief Digital Officer*



12:00 - 12:30

## PUTTING PEOPLE FIRST: SUCCESSFUL CHANGE IN A PANDEMIC

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Delivering successful change that sticks can be testing without the multiple challenges and complexity presented by a crisis. The impact of getting it wrong can be costly, not only to the public purse, but also to reputation and morale. So how do we get it right? Sarah will reflect on the good practice and learnings from turning around a large-scale IT project with legacy failings, in the midst of COVID-19. The game changer: authentic engagement and prioritising people. Sarah will explain how putting people first improved outcomes, and share the tools and techniques deployed to deliver the project successfully, while ensuring ONR remained resilient and focused on keeping the public safe during the pandemic.

*Sarah High, Deputy Chief Executive*



12:35 - 13:05

## OPTION 1 SECURING ACCESS & PROTECTING DATA IN THE CLOUD

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In this world of digital transformation, as data breaches continue with increased regularity, compliance and regulation mandates get more stringent, organisations need to protect sensitive data in both on-premises and particularly cloud environments.

We help protect and secure access to your most sensitive data and software wherever it is created, shared or stored.



We ensure the right user has access to the right resource at the right level of trust. You control access by setting policies so all your user profiles can do their jobs efficiently and effectively.

We help organisations attain central and uniform deployments of data protection solutions and prepare your organisation for the next security challenges you will face in this fast paced and ever changing world we live in.

*Dan Williams, Regional Sales Manager – Authentication and Access Management Solutions (UK Public Sector)*

*Andrew Griffiths, Regional Sales Manager – Data Protection and Encryption Solutions (UK Government / MOD)*



12:35 - 13:05

## OPTION 2

### HYBRID WORK IS HERE TO STAY. WHAT'S NEXT?

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While today's disruptive global environment has been the catalyst for immediate change in the workplace, a paradigm shift has occurred that has fundamentally altered how we will work and engage in the future. Work is being redefined with a mix of physical and remote workspaces, and strategic leaders need to empower employees in their roles, regardless of location, to create an optimum experience. Balancing the end user experience and business continuity are key for growth. Using examples of transformation in Government both here and abroad, Kevin will present some scenarios and pose some questions to consider as we continue this journey.

Kevin Turner, *Digital Workplace Strategy Lead, EMEA*

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13:05 - 13:45

### LUNCH

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13:45 - 14:15

### TEA, COFFEE & REFRESHMENTS BREAK

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14:15 - 14:45

### OFWAT AS AGENTS OF CHANGE

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Lisa Commane, Senior Director for Corporate Enablers will talk about Ofwat's Path Forward post COVID along with its continuous improvement and work in their corporate teams to be agents for change.

Lisa Commane, *Senior Director - Corporate Enablers*

**ofwat**

14:45 - 15:15

## IS IT TIME TO RETHINK YOUR APPROACH TO PROTECTING BUSINESS APPLICATIONS?

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We live in an ever-changing and evolving world and that is evident when you look at the transformation that organisations are going through to become more 'digital'. With this transformation comes the increasing reliance on a robust and flexible IT infrastructure that can withstand any potential interruption, and ensure constant availability for the critical applications and data that everyone relies on to perform their roles, and deliver a service to their 'customers'. However, the challenge facing many organisations is that the fundamental approach to maintaining application and data availability has seen little real change in the past 30 years. This presentation will look at why application and data availability need to be continuous rather than periodic and why 'but that's how we have always done it' is a very dangerous phrase.

*Tony Walsh, Account Executive*

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15:15 - 15:45

## PEOPLE ANALYTICS & INSIGHT: TRANSFORMING THE COLLEAGUE EXPERIENCE AT HMRC

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HMRC is on a major transformational programme to redirect more of our people and resources to compliance activities, modernising systems, re-engineering processes to become more customer-oriented and relocating our 65,000 staff from 170 to 13 modern offices nationwide, alongside a few specialist sites. We intend to transform the colleague experience at HMRC, making it a great place to work.

The People Analytics & Insight directorate was created in October 2019. This keynote will highlight how analytics and insight is becoming a key driver of change in the approach we are taking to seek and retain talent, improve employee engagement and deliver increased customer satisfaction.

*Ian Wallis, Deputy Director People Analytics and Insight*

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HM Revenue  
& Customs

15:45 - 16:30

## TEA, COFFEE & NETWORKING BREAK

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16:30 - 17:00

## PERFORMANCE AND RESILIENCE IN A CRISIS

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Preparations for a potential No Deal Brexit and the subsequent emergence of Coronavirus placed unprecedented demands on the workforce of central government departments. This talk gives a view of how working in extreme circumstances can still deliver results for senior stakeholders and citizens alike, without sacrificing performance, resilience or wellbeing.

**Claire Eadington**, *Head of Business Operations and PMO*



Government  
Digital Service

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17:00 - 17:30

## RESTORING CHILDHOOD IMMUNISATION UPTAKE IN LONDON DURING COVID-19 PANDEMIC

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London typically performs below national averages for all population based, publicly funded immunisation programmes. In April 2020, when the national lockdown occurred and primary care reduced face-to-face consultations, national rates of childhood immunisations, particularly MMR at 12 months dropped. This was more pronounced in London where infant vaccinations declined by 25% and MMR by 20%. This presentation covers what London's PHE and NHSE integrated immunisation commissioning team did in conjunction with partners and providers to restore and improve uptake levels by September 2020.

**Catherine Heffernan**, *Immunisation Lead for London*



Public Health  
England

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17:30 - 17:40

## CHAIR'S CLOSING REMARKS AND EVENT FINISH

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